

ATTACHMENT 7-B

RFP Outline For Provision of Operating Service

The following is a five-part outline of a request for proposals (RFP) to select a service provider. This is a flexible outline and is by no means meant to be all-inclusive. You can, and should, expand upon the format provided to fit and meet your needs. Examples have been included where appropriate. For a sample RFP similar to your system and needs, please contact your ODOT transit project analyst.

Part I. Scope of Service

- A. Introduction
- B. Project Duration
- C. Proposal Submission Information
- D. Statement of Work
- E. Contract Requirements

Part II. Instructions to Proposer

Part III. Cost Proposal

Part IV. Evaluation Criteria

Part V. Required Contract Clauses and other Attachments

Part I. Scope of Service

Scope of Service describes your overall service and each element of the service you want to provide. Note that the scope of service is the largest section of the RFP and should take you the longest to prepare. Take your time when preparing this part of the RFP and develop a detailed list of everything you wish to require from the service provider. The following elements should be included in your scope of service:

- A. Introduction: Provide a brief description and history of your system. Also, provide a service area description, such as the boundaries and other areas that your system serves. You do not need to go into great detail since you will be describing the system further in the statement of work.
- B. Project Duration: Provide the starting and ending dates of the contract and whether it is a fixed unit price or cost reimbursement contract.
- C. Proposal Submission Information: State the name, address, and phone number of the specific person to whom questions about the RFP should be addressed. Also, include the deadline date and time the proposal is to be submitted. This information must be specific as to when and where the proposal must be submitted and indicate the number of required proposal copies as well as any other specific information, e.g., no stapling, page numbering, etc.

- D. Statement of Work: Describe to the proposer, in detail, the service you want including all requirements they will be expected to meet. The statement of work is by far the most important section of the Scope of Service; take time to carefully outline the details of your system. Example sections include:

- *Description of Service
- *Hours of Service
- *Service Area
- *Fare Structure
- *Fare and Contract Revenue Collection Procedures
- *Personnel; Project Director, Office Staff, Dispatcher/Scheduler, Maintenance Staff and Drivers
- *Minimum requirements for drivers
- *Driver Training required
- *Other Training required - bloodborne pathogens, CPR, CDL etc.
- *Drug and Alcohol Testing
- *Attendants
- *Vehicles
- *Facilities
- *Fuels and Materials
- *Vehicle Maintenance
- *Scheduling/Dispatching
- *Communication System
- *Technology Requirements
- *Policy and Procedures
- *Customer Service
- *Complaint Procedures
- *Vehicle Inspections
- *Risk Management/Safety and Security
- *Marketing/Public Relations/Customer Relations
- *Performance Requirements
- *Monitoring and Reporting

Describe anything you intend to provide for the project at no cost to the service provider, such as vehicles, vehicle maintenance, office space, fuel, or fueling arrangements, computer hardware and software, etc.

- E. Contract Requirements: In this section, list and fully describe all requirements the service provider will be expected to meet. These are in addition to all the federally required clauses such as Drug and Alcohol, Disadvantaged Business Enterprise, etc. Check with your legal counsel for additional clauses required by your local government.

Requirements include but are not limited to:

- *Payment Procedure
- *Access to Records
- *Accounting Records
- *Audit Inspection
- *Insurance Coverage
- *Termination for Cause and Convenience

- *Default
- *Dispute Resolution
- *Contract Change
- *Severability
- *Responsible firms
- *Contract Subcontracting
- *Assignment Transfer
- *Regulatory Requirements
- *Equal Opportunity Employer
- *Reserved Rights
- *Bonding Requirements/Performance Bond
- *Licensing
- *Americans with Disabilities Act
- *Drug and Alcohol Regulations
- *Disadvantaged Business Enterprise Regulations

More information on each requirement can be found in Attachment 7-E, Best Practices for Procurements Manual.

Part II. Instructions to Proposers

This section should contain specific instructions to the proposers for submitting proposals. The following is a sample of instructions you can provide; you should add or delete instructions to best meet your needs:

INSTRUCTIONS TO PROPOSERS

- A. All proposals must be accompanied by a cover letter, signed by an officer of the responding firm, which states that the information contained within the proposal is accurate and complete.
- B. Proposers must provide a brief description of their major business functions, history, and organizational structure.
- C. Proposers must provide a resume/work history of key personnel assigned to this project. This includes on-site project manager, operations manager (if other than the project manager), maintenance manager (if applicable) and any corporate or other technical assistance/consulting staff (internal or external).
- D. Proposer must provide reference contacts on similar projects and a list of all clients for the last five years.
- E. Proposers must provide a copy of its most recently completed financial audit and must identify the legal status of their firm.
- F. Proposers must state if the organization has ever defaulted on a contract and if there, are any legal actions currently against them, or anticipated to be against them.
- G. Proposers must indicate the past three years of accident claims paid out as part of any transportation service operated by the proposer.

- H. Proposers must demonstrate their understanding of and ability to:
1. Provide, operate, and maintain an efficient and high quality passenger transportation service (specify service type: demand response, fixed route, route deviation, etc.).
 2. Address sensitivity toward persons with special needs (such as the elderly and disabled).
 3. Establish and maintain an excellent working relationship with their contracting agency.
 4. Meet rural public transit requirements associated with the USDOT Federal Transit Administration and Ohio Department of Transportation rural transit funding programs.
- I. Proposers must provide the following information:
1. Personnel policies and procedures.
 2. Training programs. Provide name(s) of agencies or companies that will provide passenger sensitivity and defensive driver training.
 3. Risk management policy and safety plan.
 4. Samples of transit related marketing plans.
 5. Comment/complaint procedure.
 6. Current vehicle preventive and corrective maintenance program (if respondent performs own maintenance). Proposers, which do not provide their own vehicle maintenance, must supply the name(s) of vendors who will be used to perform the vehicle maintenance functions.
 7. Vehicle inspection and cleaning procedures.
 8. Drug and alcohol policies and procedures.
 9. Bloodborne pathogens plan.
- J. Proposers must provide a service transition plan. This plan must include a timeline for transitioning from the existing operator. Describe how the transition will take place in a seamless manner with the least amount of disruption to the service as possible.
- K. Please provide any comments or suggestions on how we can improve our service.
- L. Proposers must provide five (5) copies (one original and four copies) of the proposal. The technical portion of the proposal must be separate from the cost proposal; the cost portion must be in a separate sealed envelope.

Part III. Cost Proposal

The following is a sample Cost Summary page for a fixed unit rate based on vehicle hours of service. The Cost Summary page can change depending on the type of unit rate used for contract payments. Examples are cost per trip, vehicle mile, or some combination of units.

Proposals must be reviewed to determine if all requirements have been met. If not all requirements have been met, the separate cost proposals are not to be opened.

Note: All proposals become public information when the award is made. However, only the unit rate of cost, not the supporting financial information, of each proposal becomes public information.

COST SUMMARY

Assumptions:

Annual Vehicle Hours of Service	_____
Annual Vehicle Miles of Service	_____
Annual Number of Passenger Trips	_____
In-Kind Revenue (if applicable)	_____

Expense Categories:

Labor:

Management	_____
Dispatching	_____
Driver's	_____
Maintenance	_____
Fringe Benefits	_____
Other	_____
SUBTOTAL	_____

Materials and Supplies:

Fuel and Lubricants	_____
Tires and Tubes	_____
Vehicle Parts	_____
Office Supplies	_____
Miscellaneous	_____
SUBTOTAL	_____

Services:

Professional	_____
Technical	_____
Custodial	_____
Miscellaneous	_____
SUBTOTAL	_____

Insurance:

Rents and Leases	_____
Advertising/Marketing	_____
Travel and Meetings	_____

Depreciation	_____
Utilities	_____
Taxes	_____
Other _____	_____
Fee (profit)	_____
 TOTAL COST	 _____
COST PER VEHICLE HOUR OF SERVICE	_____

Part IV. Evaluation Criteria

A sample evaluation form follows. You may change this form to fit your procurement situation by adding or deleting criteria and/or weights for each criterion you believe is important to your particular situation.

It is also recommended that you establish an evaluation committee of from three to five members. Each member must evaluate each proposal independently of the other committee members, so as not to influence the others' scores.

After all members have scored each proposal, the committee can meet to review the scores and discuss each person's evaluation. After all scores are finalized, a tally is taken and averaged to determine the top scoring proposal.

This process provides a complete verifiable record of the procurement. Note also that you must make a record all negotiations with proposers and maintain these records in your procurement file.

EVALUATION CRITERIA

An Evaluation Team will review and analyze each proposal. Proposals will be evaluated and scored according to the follow criteria:

Evaluation Factors

	Max. Points	Score	+	Quality Level	=	Total Score
Understanding (Proposer has demonstrated a thorough understanding of the scope of the project and their role and responsibilities within the transit system.)	30	_____		_____		_____
Experience (Proposer experience with similar service type; dispatching scheduling, and reporting; previous performance record.)	20	_____		_____		_____
Service Plan and Design (Proposer has created a comprehensive plan that includes operations management and system design.)	20	_____		_____		_____
Presentation and Proposal (Proposal is organized and responsive to all areas contained in the RFP; proposer exhibited confidence and knowledge regarding the proposed operation.)	10	_____		_____		_____
Budget (Proposed budget appears complete, realistic, and cost effective.)	20	_____		_____		_____
TOTAL	100	_____		_____		_____
Total Possible Points	100			30		130

The Quality Level will be based on the following scoring method:

Quality Level	Points	Description
Excellent	5	Meets all requirements; reflects significant enhancements or strengths as compared to minimum levels of acceptability; no offsetting weaknesses
Very Good	4	Meets all requirements; reflects some enhancements or strengths; few if any offsetting weaknesses.
Good	3	Meets all requirements; strengths and weaknesses, if any, tend to offset one another equally.
Fair	2	May contain significant weaknesses only partially offset by less pronounced strengths; should meet all minimum requirements, but some areas of doubt may exist.
Poor	1	Serious doubt exists about ability to meet minimum needs but may be sufficient; significant weaknesses without offsetting strengths.
Deficient	0	Will not meet minimum needs.

Interviews and/or negotiations will be conducted with the top three proposers who meet the minimum requirements. After the interviews or negotiations, the governing Board will award a contract to the service provider which, in the Board's opinion, has made the best offer.

Part V. Required Contract Clauses and Attachments

See Attachment 7 - B, Federally Mandated Clauses, for a list of required Federal clauses for FTA grantees. In this section, you need only use the appropriate federal and other clauses that pertain to your procurement. If you have any questions concerning these clauses, contact your ODOT transit project analyst.

Other attachments, which will provide information for the proposers, should be included in this section of the RFP. Examples of these attachments include a map of the service area, sample system brochure, protest procedure, roster of vehicles to be provided, and other pertinent information as needed.

NOTE: For a sample RFP similar to your system and needs, please contact your ODOT transit project analyst.